

ABSTRACT

TASK MANAGEMENT

Customised process plans are generated by weaving customising process aspects into generic process plans. The aspects as stored contain markers and the system selects a generic process plan and searches it for the marker(s). If the marker is located, content from the relevant aspect is woven into the generic process plan at that point. Customised process plans can be produced for instance for particular customer types or service types and local resource availability can be taken into account.